Amazing TV starts here

AUSTAR®

Hello!

Congratulations. With AUSTAR at your fingertips, you've got the best entertainment in town.

So whatever you're in the mood for, you'll always find something you love.

This handy guide will help you get the most out of AUSTAR – look out for me and my special tips throughout.

What's inside...

Getting started

Flick through the *AUSTAR* magazine p3
Register online p3
Hit 432 for help p4

Mastering your remote

Your AUSTAR remote p5
Your MyStar remote p6

Finding your favourites

Your on-screen TV Guide p7
TV on the go p8

Recording with MyStar

The Basics p9
Recording online p10
Recording an entire series p10
Watching recorded shows p11
Handy MyStar tricks p12

Special features

Get interactive p13
Interactive sports p14
BOX OFFICE movies and special events p15
Closed Captions p16
Parental Control p17

Troubleshooting

Quick remedies p18
MyStar quick fix p20

Your account p21

Support p22

More with MyStar

If you have MyStar or MyStar HD, you'll find extra tips on the pages flagged with this MyStar icon, for quick and easy reference.

To find out more about MyStar, call 1300 MyStar (1300 697 827) or visit austar.com.au/mystar

Getting started

Let's get going. We know you're keen to start watching the amazing shows on offer, so here's how to find what's on and when, plus a heap of nifty tricks to personalise your viewing. Ready? Grab the remote, take a seat and start pressing.

On-screen TV Guide

Flick through the *AUSTAR* magazine

Packed cover-to-cover with a month full of program listings, exclusive interviews and entertaining stories, the monthly *AUSTAR* magazine is a must. Your first copy's free – then it's just $3.50 per month delivered to your door. Want to order it now? Turn to page 21 and see how.

Press tv guide

Jump straight to our 7-day program guide with the tv guide button. You can view shows by channel, time or genre (movies, sport, music and more; screen pictured top right). When you find what you want, highlight it using the arrow buttons on your remote, then press select. For full details about the on-screen TV Guide, flick to page 7.

Register online

AUSTAR entertainment isn't limited to your home. Wherever you are in Australia, you can jump online and watch selected AUSTAR shows within your package, search our Online TV Guide and, if you've got MyStar, even set a program to record. You can also manage your account details online and subscribe to our free eNewsletter for show highlights and competitions emailed every month. To register, visit **austar.com.au/myaccount** or turn to pages 8 and 10 for more details.

Hit 432 for help

Channel 432 is your AUSTAR Help Channel, which explains most of AUSTAR's features. It also has handy tutorials on nearly everything covered in this book – from using your remote control to checking your account online or ordering a BOX OFFICE movie. Channel 432 has all the info you'll need, 24/7.

Mastering your remote

Take five minutes to get to know your remote for fast and interactive viewing.

Your AUSTAR remote

Return to normal viewing if you're in an interactive screen

Get your groove on with 40* digital AIR (AUSTAR Interactive Radio) channels

Check out the latest release movies now showing on BOX OFFICE

See what's on with your on-screen TV Guide

Customise your settings

Turn the sound up and down

Turn the sound on or off

Power ON/Standby (switches between on and standby mode)

Discover ACTIVE, our range of interactive services

Find program reminders that you've set

For info on the program you're watching, press this button. When pressed again, ⓘ launches the information banner with a more detailed program description

Move up or down through the channels

Use these arrow buttons to navigate through the on-screen menus

Confirm a choice or make a selection

Access interactive on-screen help within the ACTIVE menu

While watching TV, press this button to go back to the last TV channel you were watching

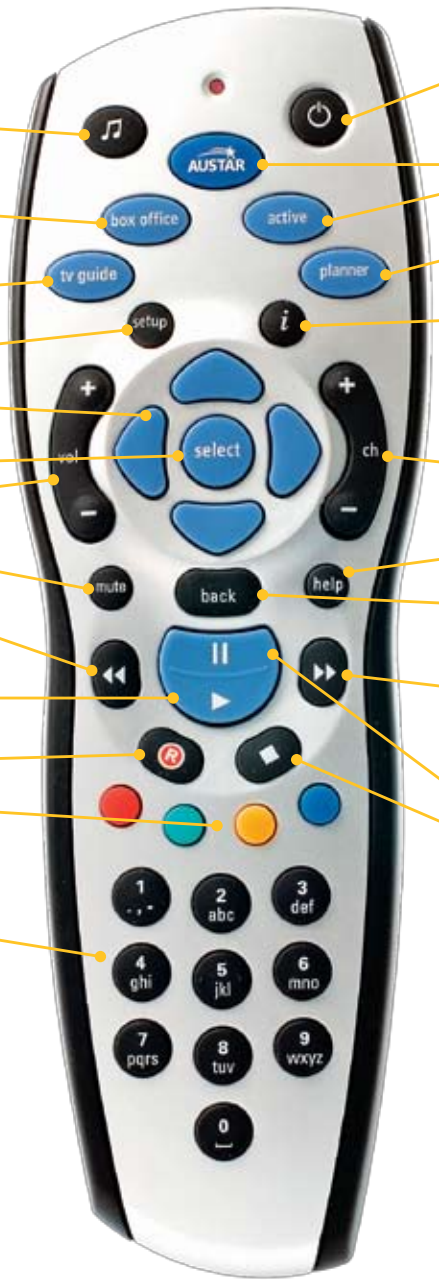
Colour buttons – watch out for these buttons on your screen, then press the matching colour to access special features

Change channels (e.g. for channel 501, press 5 - 0 - 1 in quick succession). These buttons may have other interactive functions

For more help, download the AUSTAR User Manual

*Not all AIR channels are available in some building types.

Your MyStar remote



Get your groove on with 40 digital AIR* (AUSTAR Interactive Radio) channels

Check out the latest release movies now showing on BOX OFFICE

See what's on with your on-screen TV Guide

Customise your settings

Use these buttons to navigate through the on-screen menus

Confirm a choice or make a selection

Turn the sound up and down

Turn the sound on or off

Rewind the program you're watching (press again to rewind faster)

Play a 'live-pause', 'live-rewind' or recorded program

Record the program

Colour buttons – watch out for these buttons on your screen, then press the matching colour to access special features

Change channels (e.g. for channel 501, press 5 - 0 - 1 in quick succession). These buttons may have other interactive functions

Power ON/Standby (switches between on and standby mode)

Return to normal viewing if you're in an interactive screen

Discover ACTIVE, our range of interactive services

Find programs you've recorded or booked to record, and FEATURED programs

For info on the program you're watching, press this button. When pressed again, ⓘ launches the information banner with a more detailed program description

Move up or down through the channels

Access interactive on-screen help within the ACTIVE menu

While watching TV, press this button to go back to the last TV channel you were watching

Fast-forward the program you're watching (press again to go faster)

Pause the program you're watching or start a 'live-pause' recording

Stop playback of the recorded program or exit to live TV

Finding your favourites

Thanks to AUSTAR's handy features, it's always easy to find your favourite shows – whether it's on your TV, at home or even online.

Your on-screen TV Guide

The tv guide button takes you straight to the on-screen TV Guide. It can give you a description of each show, remember your favourite channels and even remind you when a show's about to start.

- Start by pressing tv guide.
- Use ◀ and ▶ to choose between viewing the tabs by 'time' or by 'channel' (screens pictured right).
- Use your ▲ and ▼ buttons to search for programs by genre (entertainment, movies, sport, news, music, etc) or simply search all channels. If you have MyStar HD, you can select 'HD Channels' to view your AUSTAR HD Channels.
- Highlight your chosen program and, if it's on now, you can go straight to it by pressing the select button.
- For a brief description of the program, press i once. To remove the program description, press back.

Program reminders

With world-class programming on 24/7, it's easy to get distracted! So set a handy reminder to appear on-screen just before your favourite program's about to start.

- Go to your on-screen TV Guide, choose the program and press select. A small clock icon will appear next to the highlighted program title in your TV Guide – this means your reminder's been set.
- To cancel, highlight the program again and press select. The clock icon will disappear.

Jump to your favourite channels

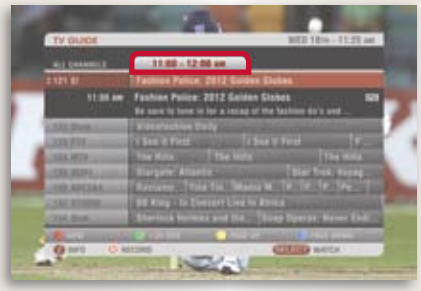
Bookmark the channels you love so you can quickly flick between them and make your own personal TV guide.

- To set your favourite channels, press tv guide, then press ● and follow the on-screen instructions.
- Then jump between them by pressing ● while watching TV.

Must-see suggestions – Channel 999

With so much on, how do you find the best of the best? Top Picks is a monthly selection of our must-see shows. Hit Channel 999 or press ● from the on-screen TV Guide to check them out.

On-screen TV Guide by CHANNEL



On-screen TV Guide by TIME

Handy hint

Want the on-screen TV Guide User Manual? Visit **austar.com.au/support** and type in 'user manual' in the search field.

TV on the go

Register and login at austar.com.au

AUSTAR isn't limited to your TV. Wherever you are in Australia – round at a mate's, at home or out of town – you can jump online and experience so much more for FREE. Watch entire episodes, replays, online exclusives and trailers; get answers fast with Customer Support and search for the shows you love with our interactive Online TV Guide.

Mobile apps

Stay on top of AUSTAR's amazing programming while you're out and about, with AUSTAR's FREE iPhone or Android app. Channels matching your package are automatically highlighted in the 7-day TV Guide as well as our 'Top Picks' suggestions, and BOX OFFICE and Pay Per View titles. You can even set an alarm to ring when your program's about to start and share recommendations with friends on Facebook and Twitter. And with MyStar, you can set a recording and Series Link. Now that is handy.

Search for 'AUSTAR' in the Apple App Store or Android Market, or find out more at **austar.com.au/mystar**

AUSTAR AnyWhere®

Missed your show? A selection of AUSTAR programs are available online, to stream or download for later. AUSTAR AnyWhere® is provided FREE* as part of your AUSTAR subscription.

austar.com.au/onlinetv

AUSTAR AnyWhere®

Online exclusives

As a free inclusion with selected packages, AUSTAR AnyWhere® lets you access exclusive content and shows on your computer. Log on and tune in whenever you want:

Free with the showtime movies Option:

showtime horror

showtime family

Free with the Movie Network Option:

MOVIE ACTION

MOVIE COMEDY

MOVIE DRAMA

Free with the Sports Option:

ESPN 3.com

Free with the Sports EXTRA Option:

SETANTA SPORTS

OK, so here are some things to consider about our AnyWhere® service:
*Internet connection required, wireless access will depend on your ISP's availability in some areas. Normal ISP download usage fees apply.
You must be a subscriber to the relevant TV package Option to obtain access to the correlating AUSTAR AnyWhere® content.

Recording with MyStar

With MyStar or MyStar HD you can pause and rewind live TV, record AUSTAR and your available local free-to-air^ shows at the touch of a button, replay them in slow motion – even record an entire series with Series Link.* You won't even need a separate digital box – it's the complete digital solution!

The Basics

Choose from five different ways to record

1. If you're watching a program and want to record it, simply press the ® button;
2. Go into the on-screen TV Guide by pressing the tv guide button, highlight the program and press the ® button (screen pictured top right);
3. While watching TV, press the i button to bring up the information box. Scroll through using the arrow buttons to access programming information over the next 24 hours. When you find the program you want to record, press the ® button;
4. Remote record from your mobile – download our FREE iPhone or Android app, search for your favourite show and press the record button;
5. Remote record online – check out page 10.

Recording via on-screen TV Guide

Never miss the end

Hate missing the punchline? Sometimes programs and live sports run longer than scheduled – so they start late or finish later. Our handy 'buffer' option lets you set when to start and finish your recording to ensure you never miss the end.

- Press planner, highlight the program that's been set to record in the BOOKED folder, press ® and follow the on-screen prompts.

Please note: adding a 'buffer' to a show increases the likelihood of program clashes.

Manual Record function

Recording a block of time

The Manual Record function lets you record blocks of time and programs – even if they're not shown on your 7-day on-screen TV Guide. For example, if you want to record the golf on FOXSPORTS 1HD from 9am-5pm in two weeks, simply press setup, select 'MyStar Settings', highlight 'Manual Record' (screen pictured bottom right), then press select. From here, follow the on-screen prompts to record your chosen channel between your chosen times.

Cancelling a recording

To cancel a current recording, press the ■ button. Or to cancel a future recording press planner, highlight the recording you wish to delete within the BOOKED folder, then press the ● button.

^Digital free-to-air black spots may exist in some areas. MyStar HD includes free-to-air broadcast HD channels.
*Series Link not available on all programs.

Recording online

Who says you've got to be home to book a recording? If you're not going to be home in time for your favourite show, just go to **tvguide.austar.com.au** select your show from our Online TV Guide (screen pictured top right), click 'record' – and it'll be ready and waiting for you in your Planner at home.

Recording an entire series

When available, Series Link lets you record every single episode of a series on the same channel. It's even available on some free-to-air shows.

Setting up Series Link

- To Series Link from Planner: press planner, highlight the program from either the BOOKED or RECORDED folders and then press the ● button;
- To Series Link using the on-screen TV Guide: press tv guide, select the program you wish to record, press ® then press ® again and then the ● button (there will be some on-screen prompts to give you a hand).

Once a program's been Series Linked, a S will appear in Planner and the on-screen TV Guide (screen pictured bottom right).

Cancelling Series Link

- If you want to delete or cancel a Series Link using Planner, press planner to highlight the program from either the BOOKED or RECORDED folders and then press the ● button.
- To cancel a Series Link using the on-screen TV Guide, highlight the program, press ® and then press the ● button.

Online TV Guide

Series Link icon

Handy hint

Use the 'Keep' function to ensure your favourite recordings aren't deleted by mistake. Just highlight your recorded program and then press ●. If you ever want to delete it, select the program and press ● again.

Recording with MyStar (cont'd)

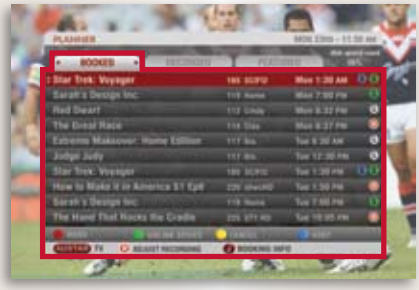
Watching recorded shows

Finding a booked or recorded program

Whenever you record or book a future recording, the programs are automatically added to your Planner in one of two easy-to-manage folders: BOOKED and RECORDED.

To access Planner, press the planner button.
Use ◀ or ▶ to switch between the BOOKED or RECORDED folders.

- **BOOKED programs –** Programs that have a reminder set or are booked to be recorded, can be found in the BOOKED folder of your Planner. As soon as a program begins recording, it will move from the BOOKED folder to the RECORDED folder in Planner (screen pictured top right).
- **RECORDED programs –** Programs that are currently recording or have already been recorded, are found in the RECORDED folder in Planner (screen pictured bottom right).



BOOKED folder

RECORDED folder

Watching a show that's recording

You can start watching a program even if it's still recording: press planner, highlight the program you want to watch within the RECORDED folder and then press the ⏯ button. Once you've watched it, we recommend you delete it to free up more recording space (MyStar HD has up to 90 hours of SD recording space. MyStar has 60 hours of storage). Highlight the program in your Planner and press ● to delete.

Handy MyStar tricks

Live TV – never miss a thing

- **Pause live TV –** With MyStar you can pause live TV for up to 60 minutes.
  – Press the ⏸ to pause. Press ⏸ to resume watching.
- **Rewind live TV –** Instant Rewind allows you to rewind live TV.
  – Press ⏪ to rewind live TV. Press ⏪ again to increase rewind speed. Press the ⏩ to slow down rewind speed. Press ⏸ to begin watching.
  – To cancel live Pause or exit Instant Rewind and resume normal viewing, press AUSTAR.

FEATURED: see the best for FREE

Like getting all the best bits? Sink your teeth into FEATURED – our FREE on-demand service showcasing a weekly selection of the best AUSTAR shows, all ready to watch and ad-free. Get a sneak peek at new shows and uncover hidden gems, even if they're not part of your package!

Simply press planner and use the ◀ and ▶ arrow keys to navigate to the FEATURED tab (screen pictured top right).

Accessing FEATURED

A faster way to find your favourites

For less time searching and more time watching, use SEARCH. In the TV Guide, simply press 🟡, enter your keyword and choose the time period you want to search in, then press select (screen pictured bottom right). Results will appear fast and when you've found your show you can choose to watch it, record it, Series Link it or set a reminder.

SEARCH the TV Guide

Folders for the whole family

Find your recorded programs fast by organising them into folders. With Personal Planner, you can create a folder for each family member or organise recordings by genre – like comedy, docos or Nan, Dad and Jim.

- **To create a folder –** Go into the RECORDED folder in Planner. Press the 🔴 button, select 'Folder Settings' and then 'Create Folder', name your folder(s) using the keypad on your remote.
- **Adding to folders –** Press planner, highlight the recording you want to move, and press the 🔴 button. Then select 'Move to folder' and simply highlight and select the folder you want to put it in.

S-l-o-w motion and multiple speed playback

MyStar lets you fast-forward and rewind recorded programs at four speeds – x2, x6, x12 and x30.

- When watching a recorded program, press ⏩ until you reach the preferred fast-forward speed, and ⏪ to decrease speed. Follow the same steps in opposite order when rewinding.
- You can also watch in slow motion by pressing ⏸ during playback and then ⏩ to slow motion forwards or ⏪ for backwards. Press ⏸ to return to normal.

Special features

Get interactive

Get complete control over your viewing and personalise your TV for FREE! The 🔴 button lets you localise your weather forecast, choose a news feed and more. Even better, interactive is FREE and available to you right now!^ So brace yourself and go interactive with 🔴.

Local weather

Whether you're planning a BBQ, a trip to the snow or hanging out the washing, what could be more handy than a 10-day localised weather forecast?

Just press 🔴 while watching The Weather Channel (603) and enter your chosen postcode using your remote. This will launch Weather Active – a comprehensive and interactive display of local rainfall, snowfall, tides, warnings, radar zooms and more (screen pictured top right).

Choose your news

Select the story you want to watch from eight up-to-the-minute news channels displayed on screen (screen pictured bottom right) – including Sky UK, Sport, Business, Weather and the headlines. Go to Sky News (Channel 601) and press 🔴.

Red dot specials

When you see the 'press red' icon on selected channels, you can navigate around amazing interactive applications, like 'Pick Your Party MAX' on MAX and 'V for Me' on Channel [V].

Local weather

Interactive news

Handy hint

Interactive is heaps of fun, but if you get lost, just press AUSTAR and you'll go straight back to regular TV viewing.

^Some ACTIVE and interactive applications may not be available in all building types.

Interactive sports

Choose your game

Two must-see matches on at the same time on FOX SPORTS? When there's a scheduling clash between your favourite NRL matches or Barclays English Premier League games, Viewer's Choice^ lets you decide which game to watch LIVE (screen pictured top right). Look for the 'press red' icon on your screen and then press 🔴 to activate and pick your game.

Customise the action

Add a whole new dimension to the match with 🔴. Available on selected broadcasts, Analyser lets you view highlights, scorecards, team and player stats – and the latest live statistics during the game. Look for the 'press red' icon on the screen while watching FOX SPORTS.

Choose your sports news

How's your team doing? Go to FOX SPORTS News (Channel 513), press 🔴, select the story that interests you and pull up a written summary. Or watch up-to-the minute, in-depth news covering all the major local and international sport, anytime (screen pictured bottom right).

Viewer's Choice

Choose your sports news

Special features (cont'd)

BOX OFFICE movies and special events

You're guaranteed the best seats in the house with BOX OFFICE# movies. The whole family can enjoy titles premiering for the first time on Australian television for only $6 a movie, with new titles released every Wednesday.

To find out what's showing

Press the box office button on your remote or check out the *AUSTAR* magazine or website.

Ordering a BOX OFFICE movie:

Online

- Go to **austar.com.au** and login to 'My Account'.
- Choose the 'Order' button.
- Choose the movie you want to order and click the 'Confirm' button.
- You'll then see a confirmation of your BOX OFFICE order.

By phone

- Press the box office button on your remote.
- Press red to view the movie session times.
- Select the movie you'd like to watch and press select.
- If asked, enter your Parental Control PIN (see page 17) and press select.
- Call **132 159** with the 6-digit code displayed on your screen.

Special events – boxing, wrestling, concerts and more

Secure front row seats for the best boxing, wrestling, music and special events with our Pay Per View service.

To find out what's showing

Go to Channel 518, the MAIN EVENT Channel, to see what's coming up.

To order online

- Go to **austar.com.au** and login to 'My Account'.
- Choose the 'Pay Per View' button.
- Choose the event you want to order and click the 'Confirm' button.
- You'll then see a confirmation of your event.

To order by phone

- Call **132 492** and have your AUSTAR account number handy.

#BOX OFFICE is available at an additional charge to your normal subscription.

Adults Only

Adults Only programming is also available on a Pay Per View basis by pressing the box office button, highlighting the 'Adult' Category and pressing ● to view the Adult session times. Alternatively, Adult programming can also be accessed on a monthly subscription basis.

Closed Captions

Closed Captioning is a service designed to help the hearing impaired. Like subtitles, the audio portion of the program is displayed as text on-screen. Available on selected programs on selected channels, Closed Caption programs are identified by a 'CC' symbol in the on-screen TV Guide and *AUSTAR* magazine listings.

- To activate Closed Captioning, just press ●.
- To turn the captions off, just press ● again.

FREE radio – Channel 830

Get down in your lounge with 40* ad-free digital audio channels, each dedicated to a specific genre – including rock, reggae, country, classical, lounge, pop, dance or jazz and stations like ABC News Radio, SBS and Triple J. For the full AIR (AUSTAR Interactive Radio) listings, turn to the music section of your *AUSTAR* magazine.

- To access this service, simply go to Channel 830, press ● and pick your music.

Picture perfect

The picture display function lets you change how the program appears on your TV screen. Choose the size that best suits the program and your TV: cropped, letterbox, postcard or widescreen (screen pictured right).

- To change your picture display, press ● whilst watching TV and keep pressing until you find a format that suits.

Choose your picture size

*Some AIR channels may not be available in all building types.

Special features (cont'd)

Parental Control

Kids are curious at the best of times, so here are four ways to keep an eye on what they're watching, and protect their little eyes.

1. Block AUSTAR TV programs based on their censorship classification.

- Press setup, highlight 'Parental Control', then press select (screen pictured top right).
- Highlight 'Classifications', then press select.
- Enter your 4-digit PIN using the number buttons on your remote. The default PIN is 1234 until you customise your own 4-digit parental PIN by selecting the 'Change PIN' option in the 'Parental Control' menu.
- Set your desired level of Parental Control according to the censorship classification by using the and arrows and then pressing select.

Parental Control

2. Prevent Adult titles from appearing on your on-screen TV Guide.

- Press setup, highlight 'Parental Control', then press select.
- Highlight 'Box Office', then press select.
- Enter your 4-digit PIN, select 'Adult Options' and press select.
- Use the button to select the 'Hide' option and then press select to confirm.

3. Prevent unauthorised BOX OFFICE purchases with Parental Control.

- Press setup, highlight 'Parental Control', then press select.
- Highlight 'Box Office', then press select.
- Enter your 4-digit PIN, select 'Purchase PIN' and press .
- Use the select button to select the 'PIN Required' option and then press select to confirm.

4. With MyStar you can also block an entire TV channel from showing (screen pictured bottom right):

- Press from the 'TV Guide' to launch the 'Channel Settings' option.
- Press so the red highlight appears in the 'Block 'column.
- Scroll down the channel list to find the channel you wish to block and then press select. Then enter your 4-digit PIN. A padlock icon will appear.
- To unblock a channel, highlight the channel and press select. You will need to enter your 4-digit PIN and the padlock icon will disappear.

To view a blocked channel, you will need your 4-digit Parental Control PIN.

Channel Blocking

Troubleshooting

Quick remedies

This guide will help you work through any glitches you might experience.

What's happened?	Why?	Try this
There's no sound (or poor sound) on AUSTAR TV and Radio channels.	Your set top box or TV may be muted.	Check that the volume and the mute buttons on your AUSTAR or MyStar remote control have no effect on the sound level. Double check all cabling is secure and correctly installed.
There's picture interference or a black screen.		Check you are on the correct channel on your TV or VCR. You may need to reset your set top box. See page 20 for instructions.
'No Signal' is displayed briefly, followed by 'Searching for signal at XXXXX MHz'.	The set top box has not been able to detect an AUSTAR channel or local channel signal.	You may need to reset your set top box. See page 20 for instructions.
The time showing on the front display is incorrect.#	Time zone is incorrectly set.	To adjust the time zone press the active button, use the and arrows to select 'Setup', then highlight 'Installation', highlight 'Decoder' and then select 'Time'. Use the button to select your state.
I can only access AUSTAR channels and can't see one or more of my local channels (broadcast terrestrially).#^	'Free-to-air' antenna system has been disconnected or is faulty, or storm activity has damaged equipment.	Check all cabling is secure and correctly installed. Call your local channel broadcaster to ask about transmission problems.
The channel numbers on MyStar's front panel display change, but the picture on the TV remains the same.#	TV may not be tuned in correctly to the AUSTAR or local channels.	Check the channel settings supplied on your 'Important Tuning Information Card' and ensure that the TV is tuned to the correct channel.
A message appears saying 'Press SELECT to unlock this program'.	A parental lock has been enabled on this program, to prevent unauthorised viewing.	Use your Parental Control PIN to unblock the program.
I'm unable to unlock or change a program with a parental lock.	The classification needs to be changed to 'No Lock'.	Follow the directions on how to set up parental blocking of programs as detailed in the 'Parental Control' section. See page 17 for instructions.
I can see a program that should be blocked by parental lock.	The parental lock has not been set correctly or you have forgotten to reset it after viewing part of the program.	Ensure that you have followed the directions given on how to set up your parental blocking of programs detailed in 'Parental Control' section. See page 17 for instructions.

#MyStar set top box only.
^MyStar HD set top box only.

Troubleshooting (cont'd)

On-screen error messages

Here are some of the error messages that may appear on your screen, along with possible causes and solutions. Can't find the on-screen message below? Please check 'Troubleshooting' on page 18 or call Customer Service on 132 432.

What message is showing on screen?	Why?	Try this
E16* or E16-04#	You're trying to access a channel that you may not currently subscribe to or your subscription for this channel has expired.	To find out how to subscribe to additional package Options, turn to page 21. Otherwise, this message could indicate you have a payment issue – have you remembered to pay your AUSTAR account?
E52* or E52-32#	This indicates signal interference between the satellite and your receiving dish.	Sometimes storms or heavy weather may interfere with the signal passing between the satellite and your receiving dish. You'll need to reset your set top box. See page 20 for instructions.
E42* or E42-32#	A PIN code is required to view channels with this classification rating.	Press to enter your PIN or choose another channel. If you're repeatedly asked to enter your PIN code, you may wish to lower the censorship classification setting in Parental Control. See page 17 for instructions.
DT-E52-32#	No signal is being received for this channel.	This may mean your TV antenna needs to be adjusted or repaired or the local TV broadcaster may be experiencing technical difficulties with their transmission. For assistance, please contact your local antenna service provider or your local TV broadcaster.
E04* or E04-4#	Your AUSTAR Smartcard is damaged or not properly inserted.	Check that it's an AUSTAR Smartcard in the set top box that you're using, that it is not damaged and that you've inserted it the correct way around.

Replacing your MyStar remote control batteries

1. Hold the remote control face down in the palm of your hand with the buttons facing away from you.
2. With your other hand, push the release catch on the back down towards the floor whilst pulling the black cover towards you.
3. Carefully remove the old AA batteries.
4. Put the new batteries in, matching the marks + and –.
5. Put the cover back on, sliding the top part in and making sure the catch clicks in place.

*Standard set top box only.
#MyStar and MyStar HD set top box only.

MyStar quick fix

MyStar is a pretty clever little box, but as with all technnology, occasionally you may experience a technical glitch. Most of these can easily be solved by resetting or rebooting. If you're still experiencing a problem, please check the previous troubleshooting section, before calling Customer Service on 132 432.

Reset your MyStar

To reset your MyStar box, firmly push the front access panel to open it and uncover the **[RESET]** button, then hold it down for 5 seconds. This will automatically clear and reset the entire system.

Reset your MyStar HD

To reset your MyStar HD box, press and hold the **[On/Standby]** button for 10 seconds. This will automatically clear and reset the entire system.

Reboot your MyStar + MyStar HD

If you're unable to reset your MyStar or MyStar HD, we recommend you re-boot by turning off the power at the mains, and then back on after a minute. Remember, when you reset or turn the power off from the mains, programs currently recording will stop and scheduled recordings that are just about to start (e.g. within 10 minutes) for that period may fail to start recording.

MyStar access panel

Resetting your MyStar HD

Remember safety first

Please read the important information about the safe use of your MyStar before using the service. It's set out in the 'Remember Safety First' section of the 'MyStar User Manual', found online in the 'Support' section at **austar.com.au/mystar** or available upon request.

Your account

Save yourself some time by managing your account online. To register your login details, go to **austar.com.au** and click on 'My Account'. From there, you can:

- **Purchase BOX OFFICE movies** and Adults Only titles. You can also view your purchase history.
- **Purchase Pay Per View events**.
- **Change your package options** to suit your viewing anytime you like. You just need to keep the MyStar service for 3 months and any additional Options for 30 days.
- **Add the *AUSTAR* magazine** to your package.
- **View your AUSTAR statement:** Review, save and print your last 3 AUSTAR statements.
- **Pay your AUSTAR account:** Choose from a range of convenient online payment options such as Easy Pay and Credit Card to pay your AUSTAR account online.
- **Sign up for Easy Pay:** AUSTAR's hassle free, direct debit payment option. Save up to $36 a year in statement fees when your subscription fees are automatically debited from your bank account or credit card.
- **Update your details:** You can update your mailing and billing address information – as well as your phone number and email address.

XPRESSLINE: call 132 432

Our convenient automated enquiry line connects you directly to the service you want, quickly and easily. Just use the "phrases" below.

You want to:	**Simply say:**
Change your AUSTAR Options	"Change Options"
Check your account balance	"Account balance"
Sign up to our direct debit payment option – Easy Pay	"Update payment details"
Update your credit card details	"Update credit card details"
Make a billing enquiry	"Billing"
Update your account details	"Update my details"
Troubleshoot your AUSTAR	"Technical enquiry"
Check an error message	"Error message"
Block or unblock a channel (PIN required)	"Parental Control"
Move AUSTAR to your new house	"Moving house"
Add, change or move your AUSTAR box	"Move my set top box"
Add the *AUSTAR* magazine	"*AUSTAR* magazine"

Login and win $$

When you manage your account online, you could win* one of four $100 credits on your next AUSTAR bill! It just goes to show, convenience pays.

*Up to $100 credit on your AUSTAR bill. 4 winners per month, total prize pool $400 per month. Prize drawn on 3rd Wednesday of each month. Competition ends 31/12/2012. Authorised under Permit No. LTPM/11/00973, ACT Permit No. TP11/04889.

Support

Keep this useful list of contacts nearby in case you need to get in touch with us.

USEFUL CONTACTS

132 432

Telephone

If you can't access your account online, call our automated Xpressline service on 132 432 and follow the prompts for your enquiry.

Additional service numbers

BOX OFFICE 132 159 **MAIN EVENT PPV Booking** 132 432 **Credit Card Payments** 1300 655 264

Tell us what you think. Got a query or some feedback? Email us at **ask@austar.com.au** or fax us on **1300 362 388**

How to order a BOX OFFICE movie or Pay Per View online:

- Go to **austar.com.au** and login to 'My Account'.
- Choose the 'BOX OFFICE' or 'Pay Per View' button.
- Choose the movie or event you want and click confirm.
- You'll receive confirmation of your order.

How to order a BOX OFFICE movie by phone:

- Press box office on your remote control.
- Select the movie you would like to watch and press select.
- If asked, enter your Parental Control PIN and press select.
- Call **132 159** with the 6-digit code displayed on your screen.

To change your package Options, simply visit austar.com.au and click on 'My Account', or call 132 432 and say "Change Options".

Your account number

Keep your account number here for handy reference when dealing with account queries.

The lowdown on High Definition

Why choose MyStar HD? It's crystal clear

For the ultimate entertainment experience, MyStar HD lets you experience movies, shows and live sports in amazing picture and sound quality.*

It also puts you in control – with the power to pause and rewind live TV, and record up to 90 hours** of shows. We're always adding new HD channels, and right now, MyStar HD gives you exclusive access to:

Starter Pack
- FOX8 HD
- W HD
- LIFESTYLE HD

Sports
- FOX SPORTS 1 HD
- FOX SPORTS 2 HD
- FOX SPORTS 3 HD
- FOX FOOTY
- ESPN HD
- ESPN2 HD
- SPEED HD

Movie Network
- MOVIE ONE HD
- STARPICS 1 HD
- STARPICS 2 HD

Showtime Movies
- showtime premiere HD
- showcase HD
- showtime action HD

Living
- UKTV HD BBC

Quest
- BBC Knowledge HD

For pricing and full details, visit **austar.com.au/mystar** or call **1300 MyStar (1300 697 827)** to upgrade.

Enjoy AUSTAR in more than one room!

With so much on, it can be hard to agree on what to watch. With AUSTAR in another room, the family can choose what they want to watch, making it easier to keep everyone happy.

FREE INSTALLATION!

If you subscribe to MyStar, or have Starter Pack plus 3 or more channel Options you'll be eligible for this great offer when you connect another box:°

- FREE standard additional outlet installation.
- No additional outlet fee for the first month.

*HD sound and picture quality with an HD TV. **90 hours of SD content. °Offer ends 31/12/2012. For any MyStar and MyStar HD Additional Outlets, usual monthly fees still apply. See austar.com.au for any extensions. Subject to AUSTAR Customer Agreement. Prices effective 20 March, 2012. Information correct at time of printing. AUSR0078 (02/12)

AUSTAR